**Akshay Singhal**

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**Objective**With 3 years of experience in customer service, I am looking for a position to further expand my learning curve.

**EXPERIENCE :**

**Sargam electronics**

**Sr service coordinator *July 19– May 20***

* Handling Incoming Calls/Emails/Chats of customers along with managing outbound call escalations.
* Handling customer Grievances from all over india, making presentation for sales team, making pending call data in excel sheet for outbound team.

**FedEx Express**

**Executive- Customer Service *Jan’17– May’18***

* Handling Incoming Calls/Emails/Chats of customers related to the status of their shipment
* Booking Shipments & Coordinating for delivery with the logistics team.
* Interdepartmental coordination with various teams with special attention to NDR, Stuck & lost shipments.
* Covering customers from UK, Australia and Singapore andmanaging Outbound Calls & escalations

**Redefine Marcom =**

***Lead Generation cum data filtering Dec'15 – Dec’16***

* Cold calling to generate leads for scheduling S.A.P. Demos through online portals like Just dial, India mart and trade India.
* After sales support for SAP customer

**Snapdeal**

*Executive - Customer Service* ***May'14 - Dec 15***

* Handling customer queries related to their account’s
* Handled both Emails & Inbound/Calls.
* Coordinating with inter-department teams to provide end to end resolution to the customer
* Handled Escalation Desk & resolving grieved customer queries.
* Average Quality Score used to be 90% (Both Emails + Calls combined)

**EDUCATION**

2012 **NIIT** GNIIT

2011 **Delhi UNIVERSITY** BA –Honors

**PERSONAL** Date of Birth: October8, 1990